

**Wilson, Elise**

**From:** Lanier Smith  
**Sent:** Thursday, June 10, 2021 12:43 PM  
**To:** PSC\_Contact  
**Subject:** [External] Re: Letter of Concern for Docket 2020-229-E

Hello, I do not see this on the Docket yet, and I haven't received confirmation that you received it? Can you please let me know if you got this and if you need anything else for it to be submitted? Thank you!

On Mon, Jun 7, 2021 at 6:31 PM Lanier Smith <laniersmith@sunpro.com> wrote:

My name is Kaitlyn Lanier Smith and I work for Sunpro Solar, a rooftop installer in Columbia, SC. I am also a customer of Dominion Energy and currently own rooftop panels on my home. I am writing a letter of concern to enter into Docket 2020-229-E.

My company has experienced confusion and lack of direction regarding Dominion's switch to the new Solar Choice program. More than a week after Dominion should have been in compliance with the new tariff on June 1st, 2021, we still do not have access to the new Rate Sheet, and therefore cannot know exactly what the new program will be. Despite this, Dominion has implied that we blindly sign up new customers for a program that we have no details for.

Details on the new program have not been made public, and Dominion's team could not provide details when asked. According to the email attached below from Dominion's Renewable Energy Team, they don't yet have a new Rate Sheet. It appears that they are requiring customers to sign up for a new program that doesn't even exist yet. This makes my job as a solar consultant almost impossible when I am working with Dominion customers. Because I don't know the details of the new program, I don't know exactly how to build out rooftop systems that will be most beneficial to the consumer. I don't know what to estimate as far as savings to help customers make educated decisions. Dominion's lack of preparedness is clogging up the works for all solar contractors who work in their territory, costing us valuable time and resources, causing confusion and unnecessary delays.

I want to urge the PSC to act as quickly as possible and require Dominion to release a comprehensive Rate Sheet and details on their new Solar Choice program publicly, or else extend access to the previous program of Net Metering 3.0 until details on Solar Choice are made public.

Below you will find the correspondence from last week between our utility coordinator Tyler Perkins and Dominion's Renewable Energy Team. The last email is the most concerning, in which Dominion says they do not have a finalized rate sheet available for the new program, yet want new customers to sign up for it anyway:

*"We are hoping to have a Rate Sheet approved soon by the SCPSC for our new Solar Choice program. Perhaps when that is posted, the customer could consider if that is the program for them."*

In the first email, you will also see a screenshot of a menu where Tyler was supposed to select Solar Choice from the dropdown menu, but that program does not yet exist in their portal.

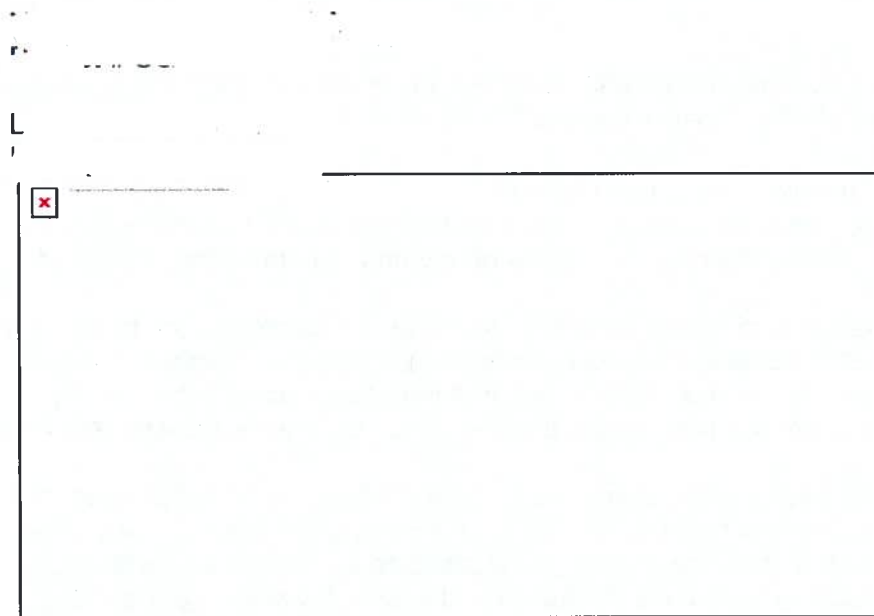
Thank you for your time,  
 Kaitlyn Lanier Smith

**From:** Tyler Perkins <typerkins@dominionenergy.com>  
**Sent:** Wednesday, June 2, 2021 2:43 PM  
**To:** SCRenewableEnergy@DominionEnergySC.com  
**Cc:** EAST\_IA

**Subject:** Issue with Portal

Good Afternoon!

For these 2 projects listed below I have been told the program choice needs to be changed to "Solar Choice" but am not given that option on the portal. Any assistance with this would be greatly appreciated.



Thanks for your time!

**TYLER PERKINS** *East Region Utility Coordinator*  
Sunpro Solar |

**From**

**Sent:** Wednesday, June 2, 2021 1:56 PM

**To:** Tyler Perkins <[redacted]>; SCRenewableEnergy@DominionEnergySC.com

**Cc:** EAST\_IA <

**Subject:** RE: Issue with Portal

**EXTERNAL EMAIL - Use caution when responding, clicking, and/or downloading attachments.**

The applications have been updated.

Thank you,

Renewable Energy Team  
400 Otarre Parkway, Cayce, SC 29033  
Mailing Address: 220 Operation Way, MC C106, Cayce, SC 29033

**From:** Tyler Perkins <[redacted]>

**Sent:** Wednesday, June 2, 2021 3:03 PM

**To:** Renewable Energy  
SCRenewableEnergy@DominionEnergySC.com

**Cc:** EAST\_IA <

**Subject:** RE: Issue with Portal

Thank you. Do the signatures need to be cancelled and sent out again?

**TYLER PERKINS** *East Region Utility Coordinator*  
Sunpro Solar | [gosunpro.com](http://gosunpro.com)

**From:** [REDACTED]  
**Sent:** Wednesday, June 2, 2021 3:20 PM  
**To:** Tyler Perkins <[tyler.perkins@dominionenergy.com](mailto:tyler.perkins@dominionenergy.com)>  
**Subject:** RE: Issue with Portal

**EXTERNAL EMAIL - Use caution when responding, clicking, and/or downloading attachments.**

Yes.

Thank you,

Renewable Energy Team  
400 Otarre Parkway, Cayce, SC 29033  
Mailing Address: 220 Operation Way, MC C106, Cayce, SC 29033

**From:** Tyler Perkins <[tyler.perkins@dominionenergy.com](mailto:tyler.perkins@dominionenergy.com)>  
**Sent:** Thursday, June 3, 2021 3:34 PM  
**To:** Renewable Energy <[RenewableEnergy@DominionEnergySC.com](mailto:RenewableEnergy@DominionEnergySC.com)>  
**Cc:** EAST\_IA <[East\\_IA@theperkinscompany.com](mailto:East_IA@theperkinscompany.com)>  
**Subject:** [EXTERNAL] RE: Issue with Portal

\*\*\*This is an EXTERNAL email that was NOT sent from Dominion Energy. Are you expecting this message? Are you expecting a link or attachment? DO NOT click links or open attachments until you verify them\*\*\*  
Good Afternoon!

I spoke with the Brunson family, and they were quite upset about the program change. I was not aware that their documents were submitted to Dominion on 5/26. I know the official IA was submitted on 6/2 but I was hoping that since the paperwork was in the portal prior to 5/31 that we could still be a part of the Net Metering 3.0 program. I personally was not even aware of the change in programs, or I would have been making sure everyone was submitted beforehand. Could this one customer possibly be admitted on to the old program still? It would make them very happy.

Thanks for your time!

**TYLER PERKINS** *East Region Utility Coordinator*  
Sunpro Solar | [gosunpro.com](http://gosunpro.com)

**From:** Renewable Energy  
**Sent:** Thursday, June 3, 2021 4:17 PM  
**To:** 'Tyler Perkins' <[tyler.perkins@dominionenergy.com](mailto:tyler.perkins@dominionenergy.com)>  
**Subject:** RE: Issue with Portal

>; Renewable Energy  
[3CRenewableEnergy@DominionEnergySC.com](mailto:3CRenewableEnergy@DominionEnergySC.com)

Mr. Perkins,

Unfortunately, this project has missed the deadline. The program deadlines are clearly posted on our website, the login page of PowerClerk, and it was emailed to all of our PowerClerk users. We are hoping to have a Rate Sheet approved soon by the SCPSC for our new Solar Choice program. Perhaps when that is posted, the customer could consider if that is the program for them.

Thank you,

Renewable Energy Team

400 Otarre Parkway, Cayce, SC 29033

Mailing Address: 220 Operation Way, MC C106, Cayce, SC 29033